



DEC Stakeholder

Satisfaction Survey Results

FY 2012-2013

2nd Quarter: October to December 2012

Data Collection Methods

Support Incorporated believes stakeholder satisfaction is essential to effective community collaboration and delivery of clinical services.

Satisfaction surveys are designed to be quickly completed by our community stakeholders.

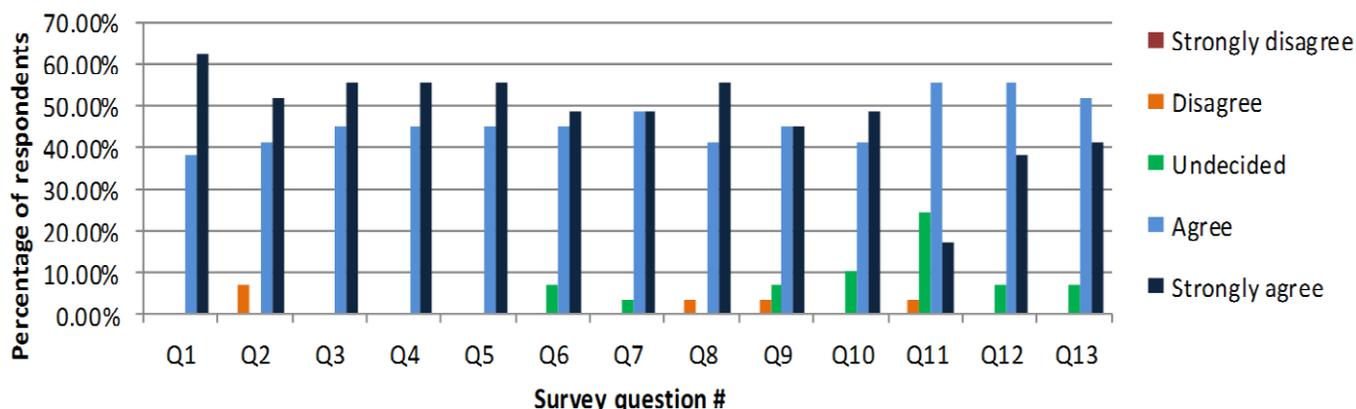
Survey questions are in the form of statements to which the stakeholders are asked to rate their agreement. The rating scheme is a 5 item Likert scale ranging from "Strongly disagree" to "Strongly agree."

Stakeholder satisfaction surveys are distributed via e-mail. Stakeholders are asked to complete the survey through our web-based system. After data is collected and analyzed, the Quality Improvement Committee discusses the results.

Subsequently, QM staff provides feedback to stakeholders about upcoming improvements to our services that are based on survey responses.

Results & Analysis

DEC Stakeholder Satisfaction Survey Results 2nd Quarter FY 2012-2013



Survey Questions:

Q1– SSAs show up for work on time.

Q2– SSAs follow Gaston County Schools' dress code (excepting necessary deviations dictated by specific client needs).

Q3– SSAs follow school guidelines.

Q4– SSAs follow the standards established for them and agreed upon by Support, Inc. and Gaston County Schools.

Q5– SSAs from Support, Inc. are responsive to the needs that arise.

Q6– SSAs are open to correction and/or criticism.

Q7– SSAs are open to learning ideas and strategies from Gaston County school staff that make the SSA and the team more successful in addressing situations and assisting clients.

Q8– SSAs communicate professionally with Gaston County staff members, including teachers, administrators, support staff, and DEC staff.

Q9– SSAs build therapeutic, supportive relationships, including establishing proper therapeutic boundaries, with clients and their caretakers/guardians/parents.

Q10– SSAs influence change in the lives of the clients with whom they work.

Q11– Substitute SSAs perform well when filling in for full-time SSAs.

Q12– Supervisors, managers, and supporting staff at Support, Inc. are responsive to needs that arise.

Q13– Support, Inc. communicates well with DEC staff and each individual school where an SSA is placed.

Analysis:

- **Most stakeholders strongly agreed or agreed with survey questions**
- **Some stakeholders were undecided regarding the performance of substitute SSAs**
- **Minimal disagreement with SSAs following the school's dress code, professional communication, therapeutic skills, and performance of substitute SSAs**

Trending concerns and suggestions:

More trainings for SSAs about engaging with consumers and handling crisis situations

Trending praise:

Professional staff, great communication, very responsive to the needs of consumers and stakeholders